



FHX 9830: Softswitch Web Self-help Customer Service System

Introduction:

FHX 9830 Softswitch Web Self-help Customer Service System is located at the application layer of NGN. Through the system, users can query call charge, call list, balance and charge rate, and can also supplement the account with money and transfer accounts. In the same time, the operators can attract more users to use network service and improve network income and customer satisfaction so as to improve the operators' competitiveness.



Main Functions:

- Support charge query: query the charge of current 3 months (the charge is made up of the charge of each call).
- Support list generation: support to query the list of current 3 months; support to select query condition; support to restrict the output data through the options of originating call/terminating call and long-distance local call; select the time, charge or call time as the prior display.
- Support balance query: query balance, basic charge and status messages.
- Support multiple charge rate query: support 4 kinds of charge rate messages: discount rate, long-distance rate, local rate, and special call rate; users can query the rate messages matching the charging policy of themselves.
- Support to full money into the account by telephone: users can supplement money by the rechargeable card.
- Support to full money into the phonecard: Use the rechargeable card bought to supplement the phonecard with money, and the amount of money in the rechargeable card is transferred into the phonecard account.
- Support phonecards transfer: support to transfer among phonecards of the same kind, and the part or the whole amount of money in the phonecard can be transferred out.
- Support supplement list query: query all the records of supplementing money, transferring in and transferring out.

Technical Indicators:

- Work environment: SUN Solaris, Linux, Windows 2000, etc.
- Hardware configuration:
 - Server: SUN workstation or other general servers
 - Client: common PC
- Protocol supported: HTTP, HTTPS



Features:

- Easy to use: user can combine various query approaches that the system provides to get the data needed quickly without going to the operating office or calling service number.
- Support instant query: user data come from charging system, so user can query the account at any time as long as the relative data exist in the charging system.
- Good security: all the data relating to user's personal information are encrypted by SSL to transmit, so the user's information will not take the risk of being revealed.
- Easy to install and configure the system.
- Easy to use for users: user can use the system without installing any add-ons as long as he can surf the Internet and use the net browser.
- Complete contractibility and extensibility: adopt distributed multi-level software architecture, and be build on the software platform of JAVA/TOMCAT and the relation database system; adopt cluster technology, so the software service can be distributed to different computers with the growth of the system scale